

Service Modernization Prototypes

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Social Assistance Modernization

A modern, responsive, efficient, cost-effective and sustainable service delivery system that is client-centered and supports integration across programs.



Goals of Modernization



Improve experience & outcomes



Realize administrative efficiencies

Objectives of Modernization



Focus on high impact activities



Shift from an enforcement focus to a risk-based approach



Improve experience, access and usability



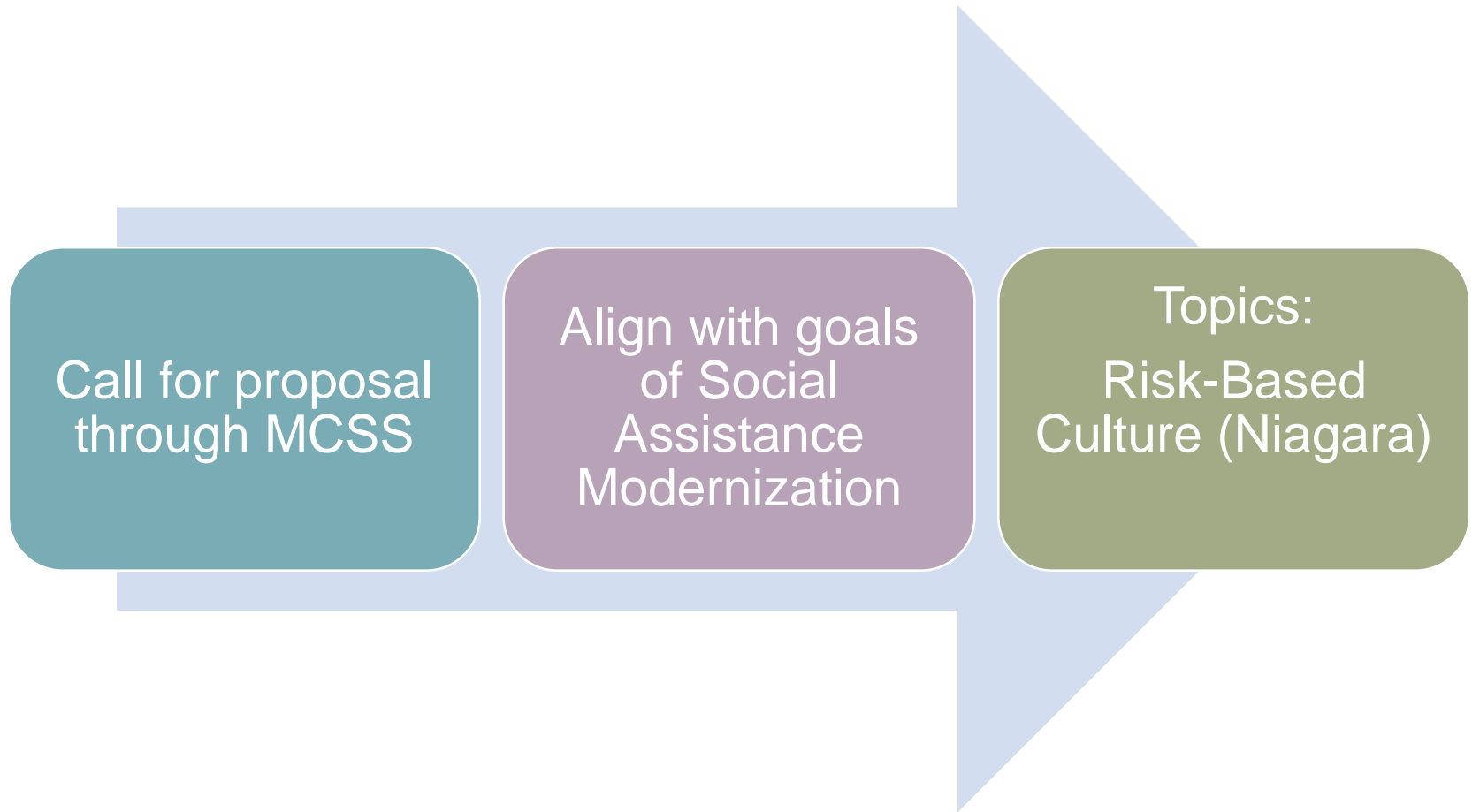
Modernize tools, process and policy while fostering partnerships

What is a Prototype?

pro·to·type
'prōdə ,tīp/
noun

noun: **prototype**; plural noun: **prototypes**
1. a first, typical or preliminary model of something, especially a machine, from which other forms are developed or copied.

Prototype Process



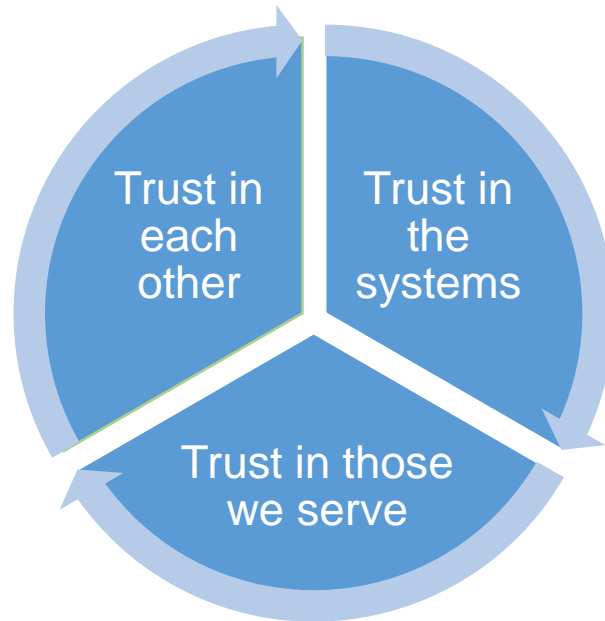
Niagara's Prototype

Objective: Achieve a change in service delivery culture



Niagara's Prototype

Emphasis: Empower staff to enhance trust through building relationships



Entrust 2 Empower



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Milestones to Date

Communication Strategy

- * Staff Advisory Committee

Engagement

- * Staff and Client
- * CMSM's and MCSS

Research

Professional Development Day

Training Modules

Staff Readiness Survey

Response Rate	54%
Aware of Prototype	90%
Shift in Culture needed	63%
Trust in:	
Systems	58%
Leadership	90%
Colleagues	85%
Clients	49%
Positive Impact for staff & clients	78%

Survey of Individuals We Serve

Responses	273
Perception that OW program helps achieve goals	84%
Understanding of info required	85%
Comfortable asking staff questions	86%
Receive info required about the program	84%
Feel treated with courtesy and respect	87%
Feel that staff are trusting of them	71%
Trust staff	79%
Satisfied with SAEO service	86%

Early Success

- Readiness Index as a tool
- Measuring Outcomes: baseline information
 - we know where we are
- Meaningful Engagement: capacity building from ground up

Next Steps

- Training Development
- Testing
- Training Delivery
- Evaluation
- Ongoing normalization

Trust Activity



In Your Groups

What is a strange talent that you have?

What is your biggest fear/phobia?

What is something on your bucket list that you want to do/accomplish?

What is something you've already crossed off your bucket list?

Choose a movie/book title for the story of your life.

If there was a movie/book about your life, what actor would you want to play you?

Debrief Activity



